



General Assembly

## ***Amendment***

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To: Subst. Senate Bill No. 2

File No. 639

Cal. No. 192

***"AN ACT CONCERNING ELECTRIC CUSTOMER CONSUMER PROTECTION AND CLARIFYING THE PROPERTY TAX EXEMPTION FOR CERTAIN SOLAR THERMAL OR GEOTHERMAL RENEWABLE ENERGY SOURCES."***

1 Strike everything after the enacting clause and substitute the  
2 following in lieu thereof:

3 "Section 1. Section 16-245d of the 2014 supplement to the general  
4 statutes is repealed and the following is substituted in lieu thereof  
5 (*Effective from passage*):

6 (a) (1) The Public Utilities Regulatory Authority shall, by  
7 regulations adopted pursuant to chapter 54, develop a standard billing  
8 format that enables customers to compare pricing policies and charges  
9 among electric suppliers. The authority shall alter or repeal any  
10 relevant regulation in conjunction with the implementation of a  
11 redesigned standard billing format described in subdivision (2) of this

12 subsection. The authority shall adopt regulations, in accordance with  
13 the provisions of chapter 54, to provide that an electric supplier, [until  
14 July 1, 2012, may provide direct billing and collection services for  
15 electric generation services and related federally mandated congestion  
16 charges that such supplier provides to its customers with a maximum  
17 demand of not less than one hundred kilowatts that choose to receive a  
18 bill directly from such supplier and, on and after July 1, 2012,] shall  
19 provide direct billing and collection services for electric generation  
20 services and related federally mandated congestion charges that such  
21 suppliers provide to their customers or may choose to obtain such  
22 billing and collection service through an electric distribution company  
23 and pay its pro rata share in accordance with the provisions of  
24 subsection (f) of section 16-244c. Any customer of an electric supplier,  
25 which is choosing to provide direct billing, who paid for the cost of  
26 billing and other services to an electric distribution company shall  
27 receive a credit on their monthly bill.

28 (2) On or before July 1, 2014, the authority shall initiate a docket to  
29 redesign (A) the standard billing format for residential customers  
30 implemented pursuant to subdivision (1) of this subsection to better  
31 enable such residential customers to compare pricing policies and  
32 charges among electric suppliers, and (B) the account summary page  
33 of a residential customer located on the electric distribution company's  
34 Internet web site. The authority shall issue a final decision on such  
35 docket not later than six months after its initiation. Such final decision  
36 shall include the placement of the following items on the first page of  
37 each residential customer's bill from an electric distribution company  
38 pursuant to subdivision (4) of this subsection: (i) The electric  
39 generation service rate; (ii) the term and expiration date of such rate;  
40 (iii) any change to such rate effective for the next billing cycle; (iv) the  
41 cancellation fee, if applicable, provided there is such a change; (v)  
42 notification that such rate is variable, if applicable; (vi) the standard  
43 service rate; (vii) the term and expiration date of the standard service  
44 rate; (viii) the dollar amount that would have been billed for the  
45 electric generation services component had the customer been

46 receiving standard service; and (ix) an electronic link or Internet web  
47 site address to the rate board Internet web site described in section 16-  
48 244d, as amended by this act, and the toll-free telephone number and  
49 other information necessary to enable the customer to obtain standard  
50 service. Such final decision shall also include the feasibility of (I) an  
51 electric distribution company transferring a residential customer  
52 receiving electric generation service from an electric supplier to a  
53 different electric supplier in a timely manner and ensuring that the  
54 electric distribution company and the relevant electric suppliers  
55 provide timely information to each other to facilitate such transfer, and  
56 (II) allowing residential customers to choose how to receive  
57 information related to bill notices, including United States mail,  
58 electronic mail, text message, an application on a cellular telephone or  
59 a third-party notification service approved by the authority. On or  
60 before July 1, 2015, the authority shall implement, or cause to be  
61 implemented, the redesigned standard billing format and Internet web  
62 site for a customer's account summary. On or before July 1, 2020, and  
63 every five years thereafter, the authority shall reopen such docket to  
64 ensure the standard billing format and Internet web site for a  
65 customer's account summary remains a useful tool for customers to  
66 compare pricing policies and charges among electric suppliers.

67 [(1)] (3) An electric supplier that chooses to provide billing and  
68 collection services shall, in accordance with the billing format  
69 developed by the authority, include the following information in each  
70 customer's bill: (A) The total amount owed by the customer, which  
71 shall be itemized to show (i) the electric generation services component  
72 and any additional charges imposed by the electric supplier, and (ii)  
73 federally mandated congestion charges applicable to the generation  
74 services; (B) any unpaid amounts from previous bills, which shall be  
75 listed separately from current charges; (C) the rate and usage for the  
76 current month and each of the previous twelve months in bar graph  
77 form or other visual format; (D) the payment due date; (E) the interest  
78 rate applicable to any unpaid amount; (F) the toll-free telephone  
79 number of the Public Utilities Regulatory Authority for questions or

80 complaints; and (G) the toll-free telephone number and address of the  
81 electric supplier. On or before October 1, 2013, the authority shall  
82 conduct a review of the costs and benefits of suppliers billing for all  
83 components of electric service, and report, in accordance with the  
84 provisions of section 11-4a, to the joint standing committee of the  
85 General Assembly having cognizance of matters relating to energy  
86 regarding the results of such review. Any such report may be  
87 submitted electronically.

88     ~~[(2)]~~ (4) An electric distribution company shall, in accordance with  
89 the billing format developed by the authority, include the following  
90 information in each customer's bill: (A) The total amount owed by the  
91 customer, which shall be itemized to show, (i) the electric generation  
92 services component if the customer obtains standard service or last  
93 resort service from the electric distribution company, (ii) the  
94 distribution charge, including all applicable taxes and the systems  
95 benefits charge, as provided in section 16-245l, (iii) the transmission  
96 rate as adjusted pursuant to subsection (d) of section 16-19b, (iv) the  
97 competitive transition assessment, as provided in section 16-245g, (v)  
98 federally mandated congestion charges, and (vi) the conservation and  
99 renewable energy charge, consisting of the conservation and load  
100 management program charge, as provided in section 16-245m, and the  
101 renewable energy investment charge, as provided in section 16-245n;  
102 (B) any unpaid amounts from previous bills which shall be listed  
103 separately from current charges; (C) except for customers subject to a  
104 demand charge, the rate and usage for the current month and each of  
105 the previous twelve months in the form of a bar graph or other visual  
106 form; (D) the payment due date; (E) the interest rate applicable to any  
107 unpaid amount; (F) the toll-free telephone number of the electric  
108 distribution company to report power losses; (G) the toll-free  
109 telephone number of the Public Utilities Regulatory Authority for  
110 questions or complaints; and (H) if a customer has a demand of five  
111 hundred kilowatts or less during the preceding twelve months, a  
112 statement about the availability of information concerning electric  
113 suppliers pursuant to section 16-245p.

114 [(b) The regulations shall provide guidelines for determining until  
115 October 1, 2011, the billing relationship between the electric  
116 distribution company and electric suppliers, including, but not limited  
117 to, the allocation of partial bill payments and late payments between  
118 the electric distribution company and the electric supplier.]

119 (b) An electric distribution company that provides billing services  
120 for an electric supplier shall be entitled to recover from the electric  
121 supplier all reasonable transaction costs to provide such billing  
122 services as well as a reasonable rate of return, in accordance with the  
123 principles in subsection (a) of section 16-19e.

124 (c) From the effective date of this section, and until one year after  
125 the effective date of this section, inclusive, each electric distribution  
126 company shall, on a quarterly basis, include the following items in a  
127 bill insert to each residential customer who obtains standard service or  
128 electric generation service from an electric supplier: (1) The electric  
129 generation service rate; (2) the term and expiration date of such rate;  
130 (3) any change to the standard service rate not later than forty-five  
131 days after the standard rate is approved by the authority; and (4)  
132 before any reference to the term "standard service", the name of the  
133 electric distribution company.

134 (d) From the effective date of this section, and until one year after  
135 the effective date of this section, inclusive, each electric supplier shall,  
136 on a quarterly basis, include the following items in a mailing to each  
137 residential customer receiving electric generation service from such  
138 supplier: (1) The electric generation service rate; (2) the term and  
139 expiration date of such rate; (3) any change to such rate effective for  
140 the next billing cycle; (4) the cancellation fee, if applicable, provided  
141 there is such a change; (5) notification that such rate is variable, if  
142 applicable; (6) the standard service rate; (7) the term and expiration  
143 date of the standard service rate; and (8) the dollar amount that would  
144 have been billed for the electric generation services component had the  
145 customer been receiving standard service.

146       (e) On and after July 1, 2015, if a residential customer is enrolled in  
147       automatic electronic bill payments and does not receive a bill through  
148       United States mail, an electric distribution company shall send such  
149       customer a link to such customer's bill in electronic mail with  
150       confirmation of bill payment.

151       Sec. 2. Subsection (g) of section 16-245 of the 2014 supplement to the  
152       general statutes is repealed and the following is substituted in lieu  
153       thereof (*Effective July 1, 2014*):

154       (g) As conditions of continued licensure, in addition to the  
155       requirements of subsection (c) of this section: (1) The licensee shall  
156       comply with the National Labor Relations Act and regulations, if  
157       applicable; (2) the licensee shall comply with the Connecticut Unfair  
158       Trade Practices Act and applicable regulations; (3) each generating  
159       facility operated by or under long-term contract to the licensee shall  
160       comply with regulations adopted by the Commissioner of Energy and  
161       Environmental Protection, pursuant to section 22a-174j; (4) the licensee  
162       shall comply with the portfolio standards, pursuant to section 16-245a;  
163       (5) the licensee shall be a member of the New England Power Pool or  
164       its successor or have a contractual relationship with one or more  
165       entities who are members of the New England Power Pool or its  
166       successor and the licensee shall comply with the rules of the regional  
167       independent system operator and standards and any other reliability  
168       guidelines of the regional independent systems operator; (6) the  
169       licensee shall agree to cooperate with the authority and other electric  
170       suppliers in the event of an emergency condition that may jeopardize  
171       the safety and reliability of electric service; (7) the licensee shall comply  
172       with the code of conduct established pursuant to section 16-244h; (8)  
173       for a license to a participating municipal electric utility, the licensee  
174       shall provide open and nondiscriminatory access to its distribution  
175       facilities to other licensed electric suppliers; (9) the licensee or the  
176       entity or entities with whom the licensee has a contractual relationship  
177       to purchase power shall be in compliance with all applicable licensing  
178       requirements of the Federal Energy Regulatory Commission; (10) each

179 generating facility operated by or under long-term contract to the  
180 licensee shall be in compliance with chapter 277a and state  
181 environmental laws and regulations; (11) the licensee shall comply  
182 with the renewable portfolio standards established in section 16-245a;  
183 (12) the licensee shall offer a time-of-use price option to customers.  
184 Such option shall include a two-part price that is designed to achieve  
185 an overall minimization of customer bills by encouraging the  
186 reduction of consumption during the most energy intense hours of the  
187 day. The licensee shall file its time-of-use rates with the Public Utilities  
188 Regulatory Authority; [and] (13) the licensee shall acknowledge that it  
189 is subject to chapters 208, 212, 212a and 219, as applicable, and the  
190 licensee shall pay all taxes it is subject to in this state; (14) the licensee  
191 shall make available to the authority for posting on the authority's  
192 Internet web site and shall list on the licensee's own Internet web site,  
193 on a monthly basis, the highest and lowest electric generation service  
194 rate charged by the licensee as part of a variable rate offer in each of  
195 the preceding twelve months to any customer eligible for standard  
196 service; and (15) any contract between a licensee and a residential  
197 customer eligible for standard service entered into on and after the  
198 effective date of this section shall provide for the same electric  
199 generation service rate that may not be exceeded for at least the first  
200 three billing cycles of the contract, provided the licensee may decrease  
201 such rate at any time. Also as a condition of licensure, the authority  
202 shall prohibit each licensee from declining to provide service to  
203 customers for the reason that the customers are located in  
204 economically distressed areas. The authority may establish additional  
205 reasonable conditions to assure that all retail customers will continue  
206 to have access to electric generation services.

207 Sec. 3. Subsection (i) of section 16-244c of the general statutes is  
208 amended by adding subdivisions (6) and (7) as follows (*Effective from*  
209 *passage*):

210 (NEW) (6) An electric distribution company shall transfer a  
211 residential customer to the standard service rate not later than seventy-

212 two hours after receipt of a request from a residential customer eligible  
213 for standard service, provided such customer shall remain on the  
214 standard service rate for at least the remainder of that billing cycle. An  
215 electric distribution company shall transfer a residential customer to  
216 the electric generation service rate of an electric supplier not later than  
217 forty-five days after the electric distribution company receives from  
218 the electric supplier a successful enrollment of such residential  
219 customer.

220 (NEW) (7) Notwithstanding any other provision of the general  
221 statutes, nothing shall prohibit a residential customer who moves from  
222 one dwelling to another dwelling within the state from immediately  
223 receiving electric generation service from an electric supplier, provided  
224 such customer was receiving such service from an electric supplier  
225 immediately prior to such move.

226 Sec. 4. Section 16-245o of the 2014 supplement to the general statutes  
227 is repealed and the following is substituted in lieu thereof (*Effective*  
228 *from passage*):

229 (a) To protect a customer's right to privacy from unwanted  
230 solicitation, each electric company or electric distribution company, as  
231 the case may be, shall distribute to each customer a form approved by  
232 the Public Utilities Regulatory Authority which the customer shall  
233 submit to the customer's electric or electric distribution company in a  
234 timely manner if the customer does not want the customer's name,  
235 address, telephone number and rate class to be released to electric  
236 suppliers. [On and after July 1, 1999, each] Each electric or electric  
237 distribution company, as the case may be, shall make available to all  
238 electric suppliers customer names, addresses, telephone numbers, if  
239 known, and rate class, unless the electric company or electric  
240 distribution company has received a form from a customer requesting  
241 that such information not be released. Additional information about a  
242 customer for marketing purposes shall not be released to any electric  
243 supplier unless a customer consents to a release by one of the  
244 following: (1) An independent third-party telephone verification; (2)



245 receipt of a written confirmation received in the mail from the  
246 customer after the customer has received an information package  
247 confirming any telephone agreement; (3) the customer signs a  
248 document fully explaining the nature and effect of the release; or (4)  
249 the customer's consent is obtained through electronic means,  
250 including, but not limited to, a computer transaction.

251 (b) All electric suppliers shall have equal access to customer  
252 information required to be disclosed under subsection (a) of this  
253 section. No electric supplier shall have preferential access to historical  
254 distribution company customer usage data.

255 (c) No electric or electric distribution company shall include in any  
256 bill or bill insert anything that directly or indirectly promotes a  
257 generation entity or affiliate of the electric distribution company. No  
258 electric supplier shall include a bill insert in an electric bill of an  
259 electric distribution company.

260 (d) All marketing information provided pursuant to the provisions  
261 of this section shall be formatted electronically by the electric company  
262 or electric distribution company, as the case may be, in a form that is  
263 readily usable by standard commercial software packages. Updated  
264 lists shall be made available within a reasonable time, as determined  
265 by the authority, following a request by an electric supplier. Each  
266 electric supplier seeking the information shall pay a fee to the electric  
267 company or electric distribution company, as the case may be, which  
268 reflects the incremental costs of formatting, sorting and distributing  
269 this information, together with related software changes. Customers  
270 shall be entitled to any available individual information about their  
271 loads or usage at no cost.

272 (e) On or before January 1, 2015, the Public Utilities Regulatory  
273 Authority shall initiate a contested proceeding to develop a standard  
274 summary form of the material terms and conditions of the contract for  
275 electric generation services signed by a residential customer. Such  
276 form shall include, but not be limited to, the following: (1) A

277 description of the rate the customer will be paying; (2) whether such  
278 rate is a fixed or variable rate; (3) the term and expiration date of such  
279 rate; (4) whether the contract will automatically renew; (5) a notice  
280 describing the customer's right to cancel the service, as provided in this  
281 section; (6) information on air emissions and resource mix of  
282 generation facilities operated by and under long-term contract to the  
283 electric supplier; (7) the trade name of the electric supplier; (8) the toll-  
284 free telephone number for customer service of the electric supplier; (9)  
285 the Internet web site of the electric supplier; and (10) the toll-free  
286 telephone number for customer complaints of the authority.

287 [(e) Each] (f) (1) Until January 1, 2015, each electric supplier shall,  
288 prior to the initiation of electric generation services, provide the  
289 potential residential customer with a written notice describing the  
290 rates, information on air emissions and resource mix of generation  
291 facilities operated by and under long-term contract to the supplier,  
292 terms and conditions of the service, and a notice describing the  
293 customer's right to cancel the service, as provided in this section. On  
294 and after January 1, 2015, each electric supplier shall, prior to initiation  
295 of electric generation services, provide the potential residential  
296 customer with a completed summary form developed pursuant to  
297 subsection (e) of this section. Each electric supplier shall, prior to the  
298 initiation of electric generation services, provide the potential  
299 commercial or industrial customer with a written notice describing the  
300 rates, information on air emissions and resource mix of generation  
301 facilities operated by and under long-term contract to the supplier,  
302 terms and conditions of the service, and a notice describing the  
303 customer's right to cancel the service, as provided in this section.

304 (2) No electric supplier shall provide electric generation services  
305 unless the customer has signed a service contract or consents to such  
306 services by one of the following: [(1)] (A) An independent third-party  
307 telephone verification; [(2)] (B) receipt of a written confirmation  
308 received in the mail from the customer after the customer has received  
309 an information package confirming any telephone agreement; [(3)] (C)

310 the customer signs a contract that conforms with the provisions of this  
311 section; or ~~[(4)]~~ (D) the customer's consent is obtained through  
312 electronic means, including, but not limited to, a computer transaction.  
313 Each electric supplier shall provide each customer with a demand of  
314 less than one hundred kilowatts, a written contract that conforms with  
315 the provisions of this section and maintain records of such signed  
316 service contract or consent to service for a period of not less than two  
317 years from the date of expiration of such contract, which records shall  
318 be provided to the authority or the customer upon request. Each  
319 contract for electric generation services shall contain all material terms  
320 of the agreement, a clear and conspicuous statement explaining the  
321 rates that such customer will be paying, including the circumstances  
322 under which the rates may change, a statement that provides specific  
323 directions to the customer as to how to compare the price term in the  
324 contract to the customer's existing electric generation service charge on  
325 the electric bill and how long those rates are guaranteed. Such contract  
326 shall also include a clear and conspicuous statement providing the  
327 customer's right to cancel such contract not later than three days after  
328 signature or receipt in accordance with the provisions of this  
329 subsection, describing under what circumstances, if any, the supplier  
330 may terminate the contract and describing any penalty for early  
331 termination of such contract. Each contract shall be signed by the  
332 customer, or otherwise agreed to in accordance with the provisions of  
333 this subsection. A customer who has a maximum demand of five  
334 hundred kilowatts or less shall, until midnight of the third business  
335 day after the latter of the day on which the customer enters into a  
336 service agreement or the day on which the customer receives the  
337 written contract from the electric supplier as provided in this section,  
338 have the right to cancel a contract for electric generation services  
339 entered into with an electric supplier.

340 ~~[(f)]~~ (g) (1) Between thirty and sixty days, inclusive, prior to the  
341 expiration of a fixed price term for a residential customer, an electric  
342 supplier shall provide a written notice to such customer of any change  
343 to the customer's electric generation price. Such residential customer

344 shall select the method of written notice at the time the contract is  
345 signed or verified through third-party verification as described in  
346 subdivision (2) of subsection (f) of this section. Such selection shall  
347 include the option for written notice through United States mail,  
348 electronic mail, text message, an application on a cellular telephone or  
349 a third-party notification service approved by the authority. Such  
350 customer shall have the option to change the method of notification at  
351 any time during the contract.

352 (2) No electric supplier shall charge a residential customer month-  
353 to-month variable rates for electric generation services following the  
354 expiration of a contract entered into after the effective date of this  
355 section without providing written notification to such residential  
356 customer forty-five days prior to the commencement of such month-to-  
357 month variable rates. Such notice shall include the highest and lowest  
358 electric generation service rate charged by such supplier as part of a  
359 variable rate offer in each of the preceding twelve months to any  
360 customer eligible for standard service. The residential customer shall  
361 select the method of written notification at the time the contract is  
362 signed or verified through third-party verification as described in  
363 subdivision (2) of subsection (f) of this section. Such selection shall  
364 include the option for written notice through United States mail,  
365 electronic mail, text messages, an application on a cellular telephone or  
366 a third-party notification service approved by the authority. Such  
367 customer shall have the option to change the method of notification at  
368 any time during the contract.

369 (3) No electric supplier shall charge an electric generation service  
370 rate to a residential customer that is twenty-five per cent more than (A)  
371 the original contract price, or (B) the last rate notification provided by  
372 the electric supplier, without disclosing the rate change described in  
373 subparagraphs (A) or (B) of this subdivision fifteen days before it takes  
374 effect. The notification shall be provided pursuant to the method  
375 agreed to by the customer in the contract and may include written  
376 notice through United States mail, electronic mail, text message, an

377 application on a cellular telephone, or third-party notification service  
378 approved by the authority.

379 [(g)] (h) (1) Any third-party agent who contracts with or is  
380 otherwise compensated by an electric supplier to sell electric  
381 generation services shall be a legal agent of the electric supplier. No  
382 third-party agent may sell electric generation services on behalf of an  
383 electric supplier unless (A) the third-party agent is an employee or  
384 independent contractor of such electric supplier, and (B) the third-  
385 party agent has received appropriate training directly from such  
386 electric supplier.

387 (2) [On or after July 1, 2011, all] All sales and solicitations of electric  
388 generation services by an electric supplier, aggregator or agent of an  
389 electric supplier or aggregator to a customer with a maximum demand  
390 of one hundred kilowatts or less conducted and consummated entirely  
391 by mail, door-to-door sale, telephone or other electronic means, during  
392 a scheduled appointment at the premises of a customer or at a fair,  
393 trade or business show, convention or exposition in addition to  
394 complying with the provisions of subsection (e) of this section shall:

395 (A) For any sale or solicitation, including from any person  
396 representing such electric supplier, aggregator or agent of an electric  
397 supplier or aggregator (i) identify the person and the electric  
398 generation services company or companies the person represents; (ii)  
399 provide a statement that the person does not represent an electric  
400 distribution company; (iii) explain the purpose of the solicitation; and  
401 (iv) explain all rates, fees, variable charges and terms and conditions  
402 for the services provided; and

403 (B) For door-to-door sales to customers with a maximum demand of  
404 one hundred kilowatts, which shall include the sale of electric  
405 generation services in which the electric supplier, aggregator or agent  
406 of an electric supplier or aggregator solicits the sale and receives the  
407 customer's agreement or offer to purchase at a place other than the  
408 seller's place of business, be conducted (i) in accordance with any

409 municipal and local ordinances regarding door-to-door solicitations,  
410 (ii) between the hours of ten o'clock a.m. and six o'clock p.m. unless the  
411 customer schedules an earlier or later appointment, and (iii) with both  
412 English and Spanish written materials available. Any representative of  
413 an electric supplier, aggregator or agent of an electric supplier or  
414 aggregator shall prominently display or wear a photo identification  
415 badge stating the name of such person's employer or the electric  
416 supplier the person represents and shall not wear apparel, carry  
417 equipment or distribute materials that includes the logo or emblem of  
418 an electric distribution company or contains any language suggesting a  
419 relationship that does not exist with an electric distribution company,  
420 government agency or other supplier.

421 (3) No electric supplier, aggregator or agent of an electric supplier  
422 or aggregator shall (A) advertise or disclose the price of electricity to  
423 mislead a reasonable person into believing that the electric generation  
424 services portion of the bill will be the total bill amount for the delivery  
425 of electricity to the customer's location, or (B) make any statement, oral  
426 or written, suggesting a prospective customer is required to choose a  
427 supplier. When advertising or disclosing the price for electricity, the  
428 electric supplier, aggregator or agent of an electric supplier or  
429 aggregator shall [(A)] (i) disclose the electric distribution company's  
430 current charges, including the competitive transition assessment and  
431 the systems benefits charge, for that customer class, and [(B) on and  
432 after January 1, 2014,] (ii) indicate, using at least a ten-point font size,  
433 in a conspicuous part of any advertisement or disclosure that includes  
434 an advertised price, (I) the expiration of such advertised price, and (II)  
435 any fixed or recurring charge, including, but not limited to, any  
436 minimum monthly charge.

437 (4) No entity, including an aggregator or agent of an electric  
438 supplier or aggregator, who sells or offers for sale any electric  
439 generation services for or on behalf of an electric supplier, shall engage  
440 in any deceptive acts or practices in the marketing, sale or solicitation  
441 of electric generation services.

442 (5) Each electric supplier shall disclose to the Public Utilities  
443 Regulatory Authority in a standardized format (A) the amount of  
444 additional renewable energy credits, if any, such supplier will  
445 purchase other than required credits, (B) where such additional credits  
446 are being sourced from, and (C) the types of renewable energy sources  
447 that will be purchased. Each electric supplier shall only advertise  
448 renewable energy credits purchased beyond those required pursuant  
449 to sections 16-245a and 16-243q and shall report to the authority the  
450 renewable energy sources of such credits and any changes to the types  
451 of renewable energy sources offered.

452 (6) Any electric supplier offering any services or products that  
453 contain renewable energy attributes other than the minimum  
454 renewable energy credits used for compliance with the renewable  
455 portfolio standards pursuant to section 16-245a shall disclose in each  
456 customer contract and marketing materials for each such service or  
457 product the renewable energy content of the product or service  
458 offering and shall make available, on the electric supplier's Internet  
459 web site, information sufficient to substantiate the marketing claims  
460 about such content.

461 (7) (A) No contract for electric generation services by an electric  
462 supplier shall require a residential customer to pay any fee for  
463 termination or early cancellation of a contract in excess of [(A) one  
464 hundred] fifty dollars, [; or (B) twice the estimated bill for energy  
465 services for an average month, whichever is less,] provided when an  
466 electric supplier offers a contract, it provides the residential customer  
467 an estimate of such customer's average monthly bill, and provided  
468 further it shall not be considered a termination or early cancellation of  
469 a contract if a residential customer moves from one dwelling within  
470 the state and remains with the same electric supplier.

471 (B) If a residential customer does not have a contract for electric  
472 generation services with an electric supplier and is receiving a month-  
473 to-month variable rate from such supplier, there shall be no fee for  
474 termination or early cancellation.

475 (8) An electric supplier shall not make a material change in the  
476 terms or duration of any contract for the provision of electric  
477 generation services by an electric supplier without the express consent  
478 of the customer. Nothing in this subdivision shall restrict an electric  
479 supplier from renewing a contract by clearly informing the customer,  
480 in writing, not less than thirty days or more than sixty days before the  
481 renewal date, of the renewal terms, including a summary of any new  
482 or altered terms, and of the option not to accept the renewal offer,  
483 provided no fee pursuant to subdivision (7) of this [section] subsection  
484 shall be charged to a customer who terminates or cancels such renewal  
485 not later than seven business days after receiving the first billing  
486 statement for the renewed contract.

487 (9) Each electric supplier shall file annually with the authority a list  
488 of any aggregator or agent working on behalf of such supplier.

489 (10) Each electric supplier shall develop and implement standards  
490 and qualifications for employees and third-party agents who are  
491 engaged in the sale or solicitation of electric generation services by  
492 such supplier.

493 [(h)] (i) Each electric supplier, aggregator or agent of an electric  
494 supplier or aggregator shall comply with the provisions of the  
495 telemarketing regulations adopted pursuant to 15 USC 6102.

496 [(i)] (j) Any violation of this section shall be deemed an unfair or  
497 deceptive trade practice under subsection (a) of section 42-110b. Any  
498 contract for electric generation services that the authority finds to be  
499 the product of unfair or deceptive marketing practices or in material  
500 violation of the provisions of this section shall be void and  
501 unenforceable. Any waiver of the provisions of this section by a  
502 customer of electric generation services shall be deemed void and  
503 unenforceable by the electric supplier.

504 [(j)] (k) Any violation or failure to comply with any provision of this  
505 section shall be subject to (1) civil penalties by the authority in



506 accordance with section 16-41, (2) the suspension or revocation of an  
507 electric supplier or aggregator's license, or (3) a prohibition on  
508 accepting new customers following a hearing that is conducted as a  
509 contested case in accordance with chapter 54.

510 ~~[(k)]~~ (l) (1) The authority may adopt regulations, in accordance with  
511 the provisions of chapter 54, to include, but not be limited to, abusive  
512 switching practices, solicitations and renewals by electric suppliers,  
513 provided the authority shall alter or repeal any relevant regulations in  
514 conjunction with the development and implementation of the  
515 standards and practices described in subdivision (2) of this subsection.

516 (2) On or before July 1, 2014, the authority shall initiate a contested  
517 proceeding to develop and implement, or cause to be implemented,  
518 standards relating to abusive switching practices, solicitations and  
519 renewals by electric suppliers, the hiring and training of sales  
520 representatives, door-to-door sales and telemarketing practices by  
521 electric suppliers. Such docket shall examine a disclosure statement for  
522 all electric suppliers to use on all promotional materials directed to  
523 residential customers that will direct consumers where they can find  
524 the highest and lowest electric generation service rate charged by such  
525 supplier as part of a variable rate offer in each of the preceding twelve  
526 months to any customer eligible for standard service. The authority  
527 shall issue a final decision on such docket not later than six months  
528 after its initiation.

529 (m) The Public Utilities Regulatory Authority may initiate a docket  
530 to review the feasibility, costs and benefits of placing on standard  
531 service all customers of all electric suppliers (1) who are hardship cases  
532 for purposes of subdivision (3) of subsection (b) of section 16-262c, (2)  
533 having moneys due and owing deducted from such customers' bills by  
534 the electric distribution company pursuant to subdivision (4) of  
535 subsection (b) of section 16-262c, (3) receiving other financial assistance  
536 from an electric distribution company, or (4) who are otherwise  
537 protected by law from shut off of electricity services. Notwithstanding  
538 the provisions of section 16-245r, the authority may, in a final decision

539 issued pursuant to this subsection, order all such customers to be  
540 placed on standard service. If the authority issues such an order, it  
541 shall reopen such docket not less than every two years.

542 Sec. 5. Section 16-244d of the 2014 supplement to the general  
543 statutes is repealed and the following is substituted in lieu thereof  
544 (*Effective from passage*):

545 (a) The Public Utilities Regulatory Authority, in consultation with  
546 the Office of Consumer Counsel, shall establish a program for the  
547 dissemination of information regarding electric suppliers. Such  
548 program shall require electric distribution companies to distribute an  
549 informational summary on electric suppliers to any new customer and  
550 to existing customers beginning on January 1, 2004, and semiannually  
551 thereafter. Such informational summary shall be developed by the  
552 authority and shall include, but not be limited to, the name of each  
553 licensed electric supplier, the state where the supplier is based,  
554 information on whether the supplier has active offerings for either  
555 residential or commercial and industrial consumers, the telephone  
556 number and Internet [address] web site of the supplier, and  
557 information as to whether the supplier offers electric generation  
558 services from renewable energy sources in excess of the portfolio  
559 standards established pursuant to section 16-245a. The authority shall  
560 include pricing information in the informational summary to the  
561 extent the authority determines feasible. The authority shall post the  
562 informational summary in a conspicuous place on its Internet web site  
563 and provide electronic links to the Internet web site of each supplier.  
564 The authority shall update the informational summary on its Internet  
565 web site on at least a quarterly basis.

566 (b) (1) On or before October 1, 2014, the authority shall redesign the  
567 rate board Internet web site to better enable customers to compare  
568 pricing policies and charges among electric suppliers. Such redesign  
569 shall (A) reflect the best practices of similar rate board Internet web  
570 sites in other states and the development of a process to remove an  
571 electric supplier's price listings from such Internet web site based on

572 protocols established by the authority to ensure compliance with this  
573 chapter and to address customer complaints, and (B) emphasize (i)  
574 uniformity in how electric suppliers provide information for each  
575 category on the rate board Internet web site, (ii) ease of use by  
576 customers, and (iii) ease of selecting and purchasing a specific contract  
577 from an electric supplier shown on the rate board Internet web site.

578 (2) On or before July 1, 2017, and every two years thereafter, the  
579 authority shall review the rate board Internet web site and to make any  
580 improvements to ensure such Internet web site remains a progressive  
581 tool for customers to compare pricing policies and charges among  
582 electric suppliers.

583 Sec. 6. Section 16-245u of the general statutes is repealed and the  
584 following is substituted in lieu thereof (*Effective September 1, 2014*):

585 (a) The Public Utilities Regulatory Authority shall monitor the  
586 market for electric generation services and electric distribution services  
587 to end use customers and take actions to prevent unfair or deceptive  
588 trade practices, anticompetitive or discriminatory conduct, and the  
589 unlawful exercise of market power.

590 (b) (1) Upon complaint or upon its own motion, for cause shown,  
591 the authority shall conduct an investigation of any possible  
592 anticompetitive or discriminatory conduct affecting the retail sale of  
593 electricity or any unfair or deceptive trade practices. Such  
594 investigations may include, but are not limited to, (A) the effect of  
595 mergers, consolidations, acquisition and disposition of assets or  
596 securities of electric suppliers, as defined in section 16-1, or  
597 transmission congestion on the proper functioning of a fully  
598 competitive market, or (B) targeting, with an artificially elevated  
599 electric generation services rate, a customer eligible for standard  
600 service who is (i) a hardship case for purposes of subdivision (3) of  
601 subsection (b) of section 16-262c, (ii) having moneys due and owing  
602 deducted from such customer's bill by the electric distribution  
603 company pursuant to subdivision (4) of subsection (b) of section 16-

604 262c, (iii) receiving other financial assistance from an electric  
605 distribution company, or (iv) otherwise protected by law from shut off  
606 of electricity services.

607 (2) The authority may require an electric supplier to provide  
608 information, including documents and testimony, in accordance with  
609 the procedures contained in subsection (a) of section 16-8 and section  
610 16-8c.

611 (3) Confidential, proprietary or trade secret information provided  
612 under this section may be submitted under a duly granted protective  
613 order. Any hearings that may be held during the course of the  
614 investigation may also be conducted in camera to prevent the  
615 inadvertent revelation of such confidential information.

616 (4) The [Office] office of the Attorney General and the Office of  
617 Consumer Counsel shall have the right to participate in such  
618 investigations under appropriate nondisclosure agreements.

619 (5) At the conclusion of the investigation, and notwithstanding any  
620 previously granted protective orders, if the authority finds that facts  
621 exist that indicate any violation of state or federal law, it shall transmit  
622 such written findings along with supporting information gathered in  
623 its investigation to appropriate enforcement officials. Such referrals  
624 may recommend that further investigation be made or that immediate  
625 enforcement procedures be initiated. Such referrals may be made to  
626 the [Office] office of the Attorney General, the Department of  
627 Consumer Protection, the United States Department of Justice, the  
628 Securities and Exchange Commission, the Federal Energy Regulatory  
629 Commission, or any other appropriate enforcement agency. The  
630 authority may intervene as permitted by law in any proceeding  
631 initiated under this subsection. The results of such investigations may  
632 also serve as a basis for authority sanctions, after notice and hearing,  
633 under subsection (l) of section 16-245.

634 (c) Nothing contained in this section shall be construed so as to

635 restrict the right of any person to pursue any other remedy available to  
636 the person under law."

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>from passage</i>	16-245d
Sec. 2	<i>July 1, 2014</i>	16-245(g)
Sec. 3	<i>from passage</i>	16-244c(i)
Sec. 4	<i>from passage</i>	16-245o
Sec. 5	<i>from passage</i>	16-244d
Sec. 6	<i>September 1, 2014</i>	16-245u